

**COMPANY:**

Phillips Safety Products

**COUNTRY:**

USA

**INDUSTRY:**Manufacturing  
Safety Products**WEBSITE:**[www.phillips-safety.com](http://www.phillips-safety.com)

## The Challenge

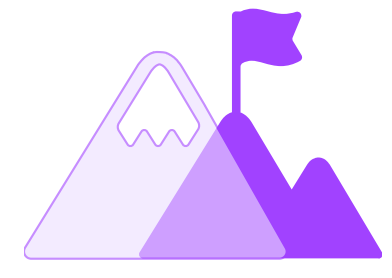
Phillips needed to ramp up its operations, from the boardroom to the design tables, down to the shop floor, and the distribution center.

## The Result

Phillips has a holistic view of the business processes, with real-time sales order management, manufacturing, inventory, and warehouse management.

## About Phillips Safety Products

Phillips boasts over 100 years in the optical business, having started producing glasses for Bausch & Lomb in 1905. In the decades that followed, Phillips manufactured optical lenses for the military, semi-finished lenses for optical labs to make into prescription glasses, sunglass lenses, and specialty bifocal lenses. Today, Phillips Safety Products emerged, serving customers in the laser, x-ray, glassblowing, and other safety markets, focusing on diversifying eyewear designs, making them safer and more comfortable.



## The Challenge

The Phillips team worked hard to keep up with the fast-changing industry trends, safety regulations, and compliance. “Worker safety is one of the major drivers fuelling our market,” said Kenneth Moreira, Information Technology Manager, Phillips Safety. “North America and Europe are our two largest markets. Competition is fierce, and we’ve got to be ahead of the game.” With an increased application arena and growing availability of protective eyewear products, small and mid-sized players are up against today’s industry giants. To succeed, Phillips Safety needed to shift their focus and turn their attention to accelerating productivity and efficiency. They had already adopted an ERP strategy that leveraged two separate systems for sales and inventory management, but as the company expanded, these loosely integrated systems began to hinder the business growth, slowing down orders and severely impacting customer service. An end-to-end ERP system was the next logical step.



## The Solutions

Determined to make the best choice for their business, Moreira and his team scanned the market for suitable vendors. “We stopped short when we met the team from Priority and saw the demo,” said Moreira. “It was clear that Priority had what it takes to pull together our entire workflow, especially tying in our manufacturing with our sales, customer service, and inventory.” According to the team, system onboarding was quick and easy, with a relatively short learning curve, due to Priority’s user-friendly, customizable UI. Just one week after going live, Phillips doubled their number of licensed Priority users, never expecting so many employees to jump on board so quickly.



## The Result

- ▶ **Real-Time Sales Inventory** - having a real-time inventory count to confirm availability before promising a big order, Phillips no longer needs to perform a daily export of sales and customer information for accounting.
- ▶ **Strong System Performance** - perform more tasks in real-time now than they could have ever hoped for using their previous solution.
- ▶ **Flexible API** - customize their shipping processes so that shipping info is now entered and maintained by the sales admin team, who maintains close relationships with their largest distributors.
- ▶ **Customized Drop-Ship Service** - large distributors depend on Phillips to drop-ship many of their orders, using custom shipping requirements. Phillips is now looking to improve their shipping performance and implement a shipping API and multi-carrier shipping system, ShipEngine, delivered by a Priority partner.

“Our business continues to grow at a healthy pace. Our IT strategy is to continue to grow our Priority ERP implementation and usage. We see Priority as our long-term partner as we forge ahead, looking for ways to eliminate information silos and integrate our data into a single system.” says Moreira.



**“We’re performing more tasks in real-time than we ever could have hoped with our previous solution.”**

Kenneth Moreira, Information Technology Manager, Phillips Safety Products

See how Proirity works for you

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